

Richard Van Sickle

From: Erate_USACRS <Erate_USACRS@VerizonWireless.com>
Sent: Friday, April 08, 2016 9:21 AM
To: 'Sandy Bartholome'
Cc: ERate@VerizonWireless.com; Erate_bearforms; 'Richard Van Sickle'; 'Jeremy Duncan'; Prather, Crystal Lynn
Subject: RE: ACCOUNT- 0822763912-00001

FRN 2651400 is set up in our system as SPI. If you're able to file a BEAR you'll definitely need to process a mode change request.

According to Franchesca's comments below, Richard will have to contact USAC.

Marla

From: Sandy Bartholome [mailto:sandy@chinquapin.org]
Sent: Friday, April 08, 2016 11:11 AM
To: Erate_USACRS
Cc: VZW E-Rate; Erate_bearforms; Richard Van Sickle; Jeremy Duncan; Prather, Crystal Lynn
Subject: Re: ACCOUNT- 0822763912-00001

Thanks, Franchesca and Marla!

A few questions.

Richard, Franchesca indicated that there was no extension on file. I thought you said you had filed an extension, but that the final deadline was 2/25? Maybe we misunderstood. Do you have any record of filing the extension? Would that have extended the deadline beyond 2/25?

Marla, in regards to your additional information email, there still seems to be some account confusion.

822763912-00001 is our voice/data (cell phone) account, and 822763912-00002 was the internet (netbooks) account which was subsequently closed because eRate no longer funded the netbooks. Not sure if that impacts anything.

Am I correct that the next step is for Richard to file a waiver with USAC to get the deadline waived and to file a BEAR that is not tied to either account in order to get claim the funding?

Thanks again for everyone's help in getting this resolved!

On Fri, Apr 8, 2016 at 8:06 AM, Erate_USACRS <Erate_USACRS@verizonwireless.com> wrote:

Additional information....

Acct 822763912-00001 was linked to FRN 2651405 and set up in the system to receive internet discounts. This account received discounts totaling \$39.71.

Account # 822763912-00002 was linked to FRN 2651400 and set up for internet discounts as well. This account received discounts up to the cap amount of \$18,896.22.

When we received the email communication in September, we concluded the sub accounts were linked incorrectly during 2014 registration.

FRN 2651405 should have received voice and data discounts with sub account 00002 linked to it.

FRN 2651400 should have received internet discounts with sub account 00001 linked to it.

We were going to chargeback ALL discounts and apply to the correct FRN/sub accounts but realized sub account 00002 had no active MTNs on the account as of June 2015. Discounts/chargebacks can't be applied to inactive MTNs so there was no way to correct the issue with sub account 00002. As a result the \$18K in internet discounts remained on sub acct 00002 and no additional adjustments could be applied to sub acct 00001.

Thanks,

Marla

From: VZW E-Rate
Sent: Friday, April 08, 2016 8:49 AM
To: 'Sandy Bartholome'; VZW E-Rate; Erate_USACRS; Erate_bearforms
Cc: Richard Van Sickle; Jeremy Duncan; Erate_bearforms; Erate_USACRS; Prather, Crystal Lynn
Subject: RE: ACCOUNT- 0822763912-00001

Good Morning Sandy,

I understand we discussed this last year, and I apologize for the misunderstanding. I was not aware that you did not have an extension on file. But, if the proper paperwork was not filed through USAC to get an extension the funding cannot be claimed. We have no control of the program's rules, and we can only get reimbursed for the discounts if the proper procedure has taken place. However, I have contacted USAC, and spoke to a Supervisor by the name of Corey (Case#74750). He advised that in order for you to claim the funding you will have file a waiver with USAC to get the deadline waved, so that you can file an extension. This will give you an additional 120 days to file a BEAR. He explained that you should not have any issues filling a BEAR form, since our system is not able to apply discounts to a disconnected

account. Unfortunately, this is the only option at this point to try to claim this funding. The Supervisor advised if you had any questions or needed assistance you can contact them directly at [888-203-8100](tel:888-203-8100).

Thank you,

Franchesca

From: Sandy Bartholome [<mailto:sandy@chinquapin.org>]
Sent: Thursday, April 07, 2016 4:32 PM
To: VZW E-Rate
Cc: Richard Van Sickle; Jeremy Duncan; Erate_bearforms; Erate_USACRS; Prather, Crystal Lynn
Subject: Re: ACCOUNT- 0822763912-00001

And here's Richard's original email to you . . .

From: Richard Van Sickle [<mailto:etechco@comcast.net>]
Sent: Wednesday, September 09, 2015 10:45 AM
To: VES E-Rate
Subject: Funding Issue Not Resolved

I began in July trying to get you to resolve the funding issue for Chinquapin Preparatory School in Texas. They had two FRN's from last year 2651400 and 2651405. The second FRN has been credited in full, however the first one has only received \$39.71. Since the SPI method is in effect, I am not able to file a BEAR form.

The school has two accounts 822763912-00001 and 822763912-00002.

I have attached billing from the past year and I would like you to take care of this issue as soon as possible.

Richard Van Sickle

Etechco, Inc.

10 E. Jefferson St.

Colorado Springs, CO 80907

Office [719-216-2012](tel:719-216-2012)

FAX [501-637-5162](tel:501-637-5162)

On Thu, Apr 7, 2016 at 3:30 PM, Sandy Bartholome <sandy@chinquapin.org> wrote:

Franchesca - I've copied below and email from you from September . . .

From: VES E-Rate [mailto:VESE-Rate@VerizonWireless.com]
Sent: Wednesday, September 09, 2015 2:02 PM
To: 'Richard Van Sickle' <etechco@comcast.net>
Cc: Erate_bearforms <Erate_bearforms@VerizonWireless.com>; Erate_USACRS <Erate_USACRS@VerizonWireless.com>
Subject: RE: Funding Issue Not Resolved

Hi Richard,

We have received your below inquiry regarding the FRNs 2651400 and 2651405. We are showing the FRN 2651400 was setup for voice and data, and the account reached the CAP amount (no more funding left for voice and data). Also, the FRN 2641405 was only setup for Internet service. But account 822763912-00002 was not listed on under FRN 2651400. Do you know the reason this account was never included? In addition, the account does not have any active lines, and we are not able to issue Erate discounts to an inactive account.

The FRN 2651405 does have funding, and account number 822763912-00001 has been receiving discounts for those Internet services. We cannot issue discount for Voice and Data for this FRN because the funding was requested for Internet.

Marla and Nosheen,

Can you please let us know if the customer can fill out a BEAR for FRN 2651400? The FRN only shows \$39.71 disbursed check we charge it back and change it to BEAR?

Thank you,

Franchesca

On Thu, Apr 7, 2016 at 2:51 PM, <ERate@verizonwireless.com> wrote:

Do you know the name of the person you have been working with on this? Without an extension we the Finance Team is not able to apply SPI discounts.

Thanks,

Franchesca

From: Richard Van Sickle [mailto:etechco@comcast.net]

Sent: Thursday, April 07, 2016 3:50 PM

To: VZW E-Rate; 'Jeremy Duncan'; Erate_bearforms

Cc: Prather, Crystal Lynn; 'Sandy Bartholome'

Subject: RE: ACCOUNT- 0822763912-00001

We have been working with you on this since September.

Richard Van Sickle

Etechco, Inc.

1122 E. Alameda St.

Santa Fe, NM 87501

Office [719-216-2012](tel:719-216-2012)

FAX [501-637-5162](tel:501-637-5162)

From: ERate@VerizonWireless.com [<mailto:ERate@VerizonWireless.com>]
Sent: Thursday, April 07, 2016 1:22 PM
To: 'Richard Van Sickle' <etechco@comcast.net>; ERate@VerizonWireless.com; 'Jeremy Duncan' <jduncan@chinquapin.org>; Erate_bearforms <Erate_bearforms@VerizonWireless.com>
Cc: Prather, Crystal Lynn <Crystal.Prather@VerizonWireless.com>; 'Sandy Bartholome' <sandy@chinquapin.org>
Subject: RE: ACCOUNT- 0822763912-00001

This FRN is from last funding year. Did submit an extension to USAC?

Thanks,

Franchesca

From: Richard Van Sickle [<mailto:etechco@comcast.net>]
Sent: Thursday, April 07, 2016 3:01 PM
To: VZW E-Rate; 'Jeremy Duncan'; Erate_bearforms
Cc: Prather, Crystal Lynn; 'Sandy Bartholome'
Subject: RE: ACCOUNT- 0822763912-00001

2651400

Richard Van Sickle

Etechco, Inc.

1122 E. Alameda St.

Santa Fe, NM 87501

Office [719-216-2012](tel:719-216-2012)

FAX [501-637-5162](tel:501-637-5162)

From: ERate@VerizonWireless.com [<mailto:ERate@VerizonWireless.com>]
Sent: Thursday, April 07, 2016 12:04 PM
To: 'Richard Van Sickle' <etechco@comcast.net>; 'Jeremy Duncan' <jduncan@chinquapin.org>; Erate_bearforms <Erate_bearforms@VerizonWireless.com>

Cc: ERate@VerizonWireless.com; Prather, Crystal Lynn <Crystal.Prather@VerizonWireless.com>; 'Sandy Bartholome' <sandy@chinquapin.org>

Subject: RE: ACCOUNT- 0822763912-00001

Good Afternoon,

What is the FRN is question?

Thanks,

Franchesca

From: Richard Van Sickle [<mailto:etechco@comcast.net>]
Sent: Thursday, April 07, 2016 10:24 AM
To: 'Jeremy Duncan'; Erate_bearforms
Cc: VZW E-Rate; Prather, Crystal Lynn; 'Sandy Bartholome'
Subject: RE: ACCOUNT- 0822763912-00001

Due to the fact that Verizon already set the funding request up as SPI, the school is NOTALLOWED to submit a BEAR form.

Richard Van Sickle

Etechco, Inc.

1122 E. Alameda St.

Santa Fe, NM 87501

Office [719-216-2012](tel:719-216-2012)

FAX [501-637-5162](tel:501-637-5162)

From: Jeremy Duncan [<mailto:jduncan@chinquapin.org>]
Sent: Thursday, April 07, 2016 8:06 AM
To: Erate_bearforms <Erate_bearforms@verizonwireless.com>

Cc: ERate@verizonwireless.com; Prather, Crystal Lynn <Crystal.Prather@verizonwireless.com>; Rick Van Sickle <etechco@comcast.net>; Sandy Bartholome <sandy@chinquapin.org>
Subject: RE: ACCOUNT- 0822763912-00001

Hello,

I don't think that is correct. I'm copying our Erate consultant so he can explain the situation to you.

Rick could you please describe the problem and let me know if a BEAR form will work in this situation?

Jeremy Duncan
IT Director | Chinquapin Prep

Sent from phone, please excuse brevity and grammatical errors.

On Apr 7, 2016 9:02 AM, "Erate_bearforms" <Erate_bearforms@verizonwireless.com> wrote:

Jeremy,

Based on Crystal's email, I believe you looking to file for the USAC E-Rate BEAR reimbursements. If you have not submit your BEAR form (form 472), please send a completed form to this email address (Erate_bearforms@VerizonWireless.com) and we will review the form.

Thank you,

Ivan

From: Prather, Crystal Lynn
Sent: Thursday, April 07, 2016 9:18 AM
To: Erate_bearforms
Subject: RE: ACCOUNT- 0822763912-00001

Good Morning,

Yesterday I spoke with Jeremy and he advised me that the school sent in some invoices to Verizon wireless and that the school closed one of there accounts and we where to go over the invoices and send out the school a credit. He advised that the credit was to be in the amount of 24, 617.00. I am not sure how this process would work but he did advised that there was a email sent to the e-rate team but they have not received any information back from Verizon Wireless.

Jeremy Duncan

[832-414-3122](tel:832-414-3122)

JDUNCAN@CHINQUAPIN.ORG

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Sandy Bartholome
Business Manager
Chinquapin Preparatory School
2615 E. Wallisville Rd.
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